

SSM 50082 - 2020-2021 Explorer/Aviator – Driver Switchpack Inoperative With Diagnostic Trouble Code (DTC) B1088:87 Stored In The DDM

Some 2020-2021 Explorer/Aviator vehicles may exhibit an inoperative driver switchpack (windows inop, mirror control unresponsive, etc.). DTC B1088:87 may be present in the DDM. To correct the condition perform the Driver Door Module (DDM) configuration application using the Ford diagnostic scan tool. After running the configuration application, perform a window learn routine via the ford diagnostic scan tool. The condition can also be resolved by letting the vehicle enter a deep sleep cycle. Engineering is currently investigating this concern and will be releasing a service fix. Let the customer know they can continue to drive the vehicle and schedule service appointments for customers once the repair becomes available. For claiming, use causal part 14B291 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2020 - 2021 CAR: TV U611N AVIATOR

2020 - 2021 CAR: TW U625N EXPLORER